

“ I believe in *Sabka Saath*  
*Sabka Vikas* and with  
that there must be  
*Sabka Nyaya* ”



DEPARTMENT OF JUSTICE  
MINISTRY OF LAW AND JUSTICE  
GOVERNMENT OF INDIA



# TELE-LAW

Reaching the Unreached

TOTAL  
OUTCOME  
REPORT



Celebrating  
**Azadi** Ka  
Amrit **Mahotsav**

by Department of Justice  
8<sup>th</sup> to 14<sup>th</sup> November, 2021



# Introduction

Joining the country-wide celebrations of Azadi Ka Amrit Mahotsav, Department of Justice conducted people-intensive campaign to ensure “Justice for All” in different areas throughout the country. Department of Justice spearheaded Jan Bhagidari (citizen-participation) under its Tele-Law: Reaching the Unreached that aims to digitally empower people to seek pre-litigation advice for rightfully claiming their entitlements and for timely redressal of their difficulties.

To enable Justice at the doorsteps Department of Justice also supported Legal Services Authorities at the National, State, District and Taluk level to ensure free legal aid in the country.



Commemorating Azadi Ka Amrit Mahotsav Hon'ble Minister of Law and Justice, Shri Kiren Rijiju on 13<sup>th</sup> November, 2021



Lightning of Lamp: Hon'ble Minister of Law and Justice, Shri Kiren Rijiju  
Hon'ble Minister of State for Law and Justice, Prof. S.P. Singh Baghel



Display of Information Education & Communication (IEC)  
on Access of Justice



Tele-Law Mega Event on 13th November, 2021  
at India Habitat Center

# About

## Tele-Law: Reaching the Unreached

**Goal** Connecting needy and disadvantaged with Panel Lawyers via video conferencing and telephone facility to seek legal advice & consultation

**COVERAGE** Available in 51,434 CSCs situated in 633 districts including 118 Aspirational districts covering 34 States/UTs.

**BENEFICIARIES** Free Legal advice to persons eligible under Section 12 of Legal Services Authorities Act, 1987. Others can avail legal advice on payment of Rs. 30 only.

**GROWTH** Legal advice provided to 12.31 lakh beneficiaries, which includes 3.81 lakh Females; 3.25 lakh SCs and & 2.45 lakh STs.



Tele-Law PLV conducting awareness session



Tele-Law VLE registering case



Beneficiary taking advice from Tele-Law Panel Lawyer

\*Till 31<sup>st</sup> October, 2021

*Sabka Prayas Sabko Nyaya*

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**75**  
Azadi Ka  
Amrit Mahotsav

# Summary of Achievements

## Tele-Law: Reaching the Unreached

### *Azadi Ka Amrit Mahotsav*

- ▶▶ Login week campaign kicked off on 8<sup>th</sup> November, 2021 to promote pre-litigation advice and consultation. 52,000+ participants reached out. 17,000 advice enabled to the beneficiaries by the Panel Lawyers
- ▶▶ Tele-Law on Wheels campaign was flagged off by Secretary (Justice) from the premises of Department of Justice on 8th November, 2021. Special Tele-Law branded Mobile Vans travelled across different parts of the country. 4,370+ community mobilization sessions conducted. 14,781+ people reached out.
- ▶▶ Tele-Law Mega event organized on 13<sup>th</sup> November, 2021. Event chaired by Hon'ble Minister of Law and Justice. 65000+ participants attended in person and virtually.
- ▶▶ Citizens' Tele-Law Mobile App launched enabling direct access between beneficiary and Panel lawyer enabled.
- ▶▶ 126 frontline functionaries viz Para Legal Volunteers (PLVs), Village Level Entrepreneurs (VLEs), Panel Lawyers and State Coordinators selected from six zones (North, South, East, West, North-East and Central) were felicitated by Hon'ble Minister of Law and Justice and Hon'ble Minister of State for Law and Justice
- ▶▶ Tele-Law Brochure released providing information about Tele-Law growth and outreach activities.



# Summary of Achievements

## Tele-Law: Reaching the Unreached

### *Azadi Ka Amrit Mahotsav*

- ▶▶ First look of Tele-Law Mascot unveiled depicting “Female Panel lawyer holding a mobile Phone”.
- ▶▶ New Logo on Tele-Law: Reaching the Unreached in Hindi and English released that was inspired by ideas received from 1600 + Frontline functionaries on Logos, Slogans and Jingles.
- ▶▶ “Footprints on Tele-Law” movie released capturing scale, growth, process and beneficiary voices under Tele-Law. Tele-Law Film (on black & white story board) developed in collaboration with Doordarshan was also released.
- ▶▶ Special Postal Cover on Tele-Law: Reaching the Unreached in collaboration with Department of Posts released.
- ▶▶ Common Service Centers providing Tele-Law service branded “Kanooni Salah Shayak Kendra” (कानूनी सलाह सहायक केंद्र)
- ▶▶ Special Edition & Third Edition of the e-booklet “Voices of the Beneficiaries” released capturing the real narratives of the benefits received under segments covering Family matters, Resolution of property disputes, Relief to the Covid distressed, Overcoming Procedural hurdles, Fighting Injustice and Empowering with Information.

# “Tele-Law on Wheels”

Campaign flagged off by Secretary (Justice) , Department of Justice



## Widening its Reach

### 1. Increased Community Participation

#### Login Week Campaign

- ▶ Awareness drives to ensure increased access to pre-litigation advice
- ▶ On-the-spot legal consultation between Panel Lawyers & Beneficiaries

#### Tele-Law on Wheels

- ▶ Special Tele-Law branded Mobile Vans deployed
- ▶ Played Tele-Law Movie and Tele-Law Radio Jingle
- ▶ Distributed Tele-Law pamphlets



# *Login Week and Tele-Law on Wheels Campaign*



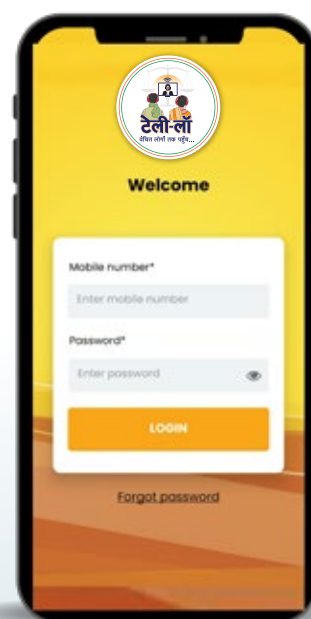
## 2. Leveraging Technology

### Citizens' Tele-Law Mobile App

- ▶▶ Direct access between beneficiaries & Panel Lawyers for pre-litigation legal advice & consultation
- ▶▶ Available in Languages which are Marathi, Punjabi, Tamil, Telugu, Hindi and English
- ▶▶ Audio/Video consultation with a lawyer
- ▶▶ Interactive chatbot & feedback facility to resolve user end queries
- ▶▶ Promo-video on Tele-Law Mobile App Released
- ▶▶ E-tutorial on Mobile Application developed



Beneficiary App

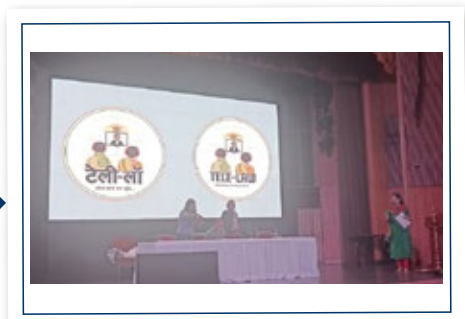


Advocate App



### 3. Enriching Information Education and Communication (IEC)

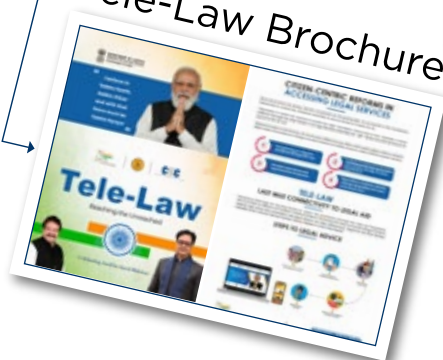
Released  
Tele-Law Logo



Tele-Law  
Mascot Unveiled



Released  
Tele-Law Brochure



Released "Footprints  
of Tele-Law" movie



Released Tele-Law  
film in black & white  
story board



## 4. Motivation and Felicitation

- ▶▶ 126 frontline functionaries felicitated for their relentless endeavour to take the benefits of Tele-Law to hinterlands
- ▶▶ Para Legal Volunteers (PLVs), Village Level Entrepreneurs (VLEs), Panel Lawyers and State Coordinators selected from six zones (North, South, East, West, North-East and Central) in the country



- ▶▶ Ek Pahal campaign organized from 1<sup>st</sup> to 30<sup>th</sup> September, 2021.
- ▶▶ Entries invited on Logo, Slogan and Jingle on Tele-Law. 1600+ frontline functionaries participated.
- ▶▶ Three best winners in each category Tele-Law Awarded.

- ▶▶ Virtual Interaction of Hon'ble Minister of Law and Justice with Frontline Functionaries of Sanjak Panchayat of Kargil district in UT of Ladakh, Golamunda Panchayat in Kalahandi district of Odisha



## Quotes

“ I appreciate the selfless and dedicated service of the Frontline Functionaries’ in general and in particular during the Covid times which epitomizes in the spirit of “Sabka Prayas Sabko Nyaya” ”

**Shri Kiren Rijiju**  
Minister of Law and Justice

“ I am thankful to Department of Justice and all Frontline functionaries for mainstreaming legal aid and information reach, till the last mile ”

**Prof. S.P. Singh Baghel**  
Minister of State for Law and Justice

“ It was heartening to see the scale and scope of work done by Tele-Law, which will open new avenues for ordinary people to obtain early redressal of their legal issues. ”

**Shri Anoop Kumar Mendiratta**  
Secretary (Legal Affairs)



# “Tele-Law in News

## आजादी का अमृत महोत्सव : सभी जिलों में चलाया जा रहा टेली जागरूकता अभियान

गोरखपुर ब्यूरो राजनारायण ओझा : टेली लॉ 08 से 11 नवंबर 21 तक आजादी का अमृत महोत्सव मना रहा है, जिसमें सभी जिलों में टेली जागरूकता अभियान चलाया जा रहा है, जिसमें केस रजिस्ट्रेशन, जन जन जागरूकता और वैन चलाकर लोगों को बताया जा रहा है। टेली लॉ न्याय विभाग का एक ऐसा प्रोग्राम है जिसमें लोगों को कानून सलाह घर बैठे मिलती है, जो वीडियो या टेलीफोनिक होती है। कोई भी पीडित जब भी सीएससी सेंटर पर आता है, टर्म्स, क्वट की मदद से केस रजिस्टर करता है और तुरंत वीडियो कॉल के माध्यम से नामित वकीलों से वीडियो कॉल के माध्यम से बात करता है इस तरह उसकी समस्या का निदान मिल जाता है। आज दिनांक 9/11/2021 को बेतुल जिले गोरखपुर के सीएससीओ अकादेमी सेंटर के सभागार में आजादी का अमृत महोत्सव आज 9 नवंबर 2021 को गोरखपुर सीएससीओ के माध्यम से टेली



और अधिकार के मूलकों को बताया जा रहा है।

## आजादी का अमृत महोत्सव सभी जिलों में चलाया जा रहा टेली जागरूकता अभियान



केस एवं कानूनी सलाह रजिस्ट्रेशन कर रहे हैं।

## आजादी का अमृत महोत्सव सभी जिलों में चलाया जा रहा टेली जागरूकता अभियान

राष्ट्रीय अवतार ज्युज महाराजगंज। सीएससी जिला प्रबंधक अमनीश कुमार श्रीवास्तव और अमनीश कुमार शिंदे के द्वारा आजादी का अमृत महोत्सव (टेली लॉ भारत सरकार) के तहत ग्राम- रजिस्ट्रेशन, जन जन जागरूकता और वैन चलाकर लोगों को बताया जा रहा है, टेली लॉ भारत सरकार एवं राष्ट्रीय विधिक सेवा प्राधिकरण नई दिल्ली की एक ऐसी महत्वाकांक्षी योजना है जिसके माध्यम से राज्य के दूरस्थ स्थानों पर निवास करने वाला व्यक्ति भी समाज की मुख्यधारा में आ जाता है, प्रोजेक्ट कम्पोजर व्यक्तियों को एक ऐसा अवसर प्रदान करता है जहाँ पर एक ही छत के नीचे वह अपनी विधिक समस्याओं का समाधान तथा राज्य की कल्याणकारी योजनाओं का लाभ

## Justice Ministry launches Ek Pahal drive for mass registration under Tele-Law

The global pandemic has made the role of Legal Aid Institutions more pronounced mitigating the sufferings of people.

Devdiscourse News Desk | New Delhi | Updated: 17-09-2021 22:00 IST | Created: 17-09-2021 22:00 IST



## अमृत महोत्सव कार्यक्रम तालुका स्तर पर आयोजित किया गया



Department of Justice launches “Tele-Law on Wheels” Campaign as a part of its weeklong Azadi Ka Amrit Mahotsav celebrations from 8th to 14th November 2021  
Minister of Law and Justice to launch the Tele Law Mobile App on 13th November 2021

Printed On: 08 NOV 2021 9:45PM by PIB Delhi

Inaugurating the country-wide celebrations of Azadi Ka Amrit Mahotsav, the Department of Justice kicked-off the week-long “Tele-Law on Wheels” campaign from 8th to 14th November, 2021. As part of this campaign, a series of activities are being undertaken to empower people through pre-litigation advice for rightfully claiming their entitlements and for timely redressal of their grievances.

Undertaking this one week for ensuring Justice for All by digital legal empowerment of the needy and disadvantaged would be another one in the series of Azadi Ka Amrit Mahotsav events which was launched by the Hon'ble Prime Minister, Shri Narendra Modi to realize the dreams of progressive and New India and to celebrate the glorious history of our people, culture and achievements.

A special Legal van is being organized throughout the country for ensuring those in need to seek legal advice and consultation through tele and video conferencing facilities by visiting them to visit their nearest Common Service Centers(CSCs) offering Tele-Law services. These CSCs have been branded as Ek Pahal (एक पाहल) for this purpose. The Tele-Law on Wheels Campaign is being conducted with aid of CSC's Government of India - digitally enabled CSCs across the country.

Special Mobile vans displaying the message of the Campaign has also been rolled out across the country. These vans would travel a distance of 100 km daily to provide legal advice, consultation and redressal of grievances to the needy and disadvantaged.

The key highlights of the Campaign are as follows:

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Azadi Ka  
Amrit Mahotsav



## National Legal Services Authority Pan India Legal Awareness Campaign 2<sup>nd</sup> October to 14<sup>th</sup> November, 2021

- ▶ Door-to-Door visits organized in 17.98 lakh villages; Reached out to 83.67 cr citizens.
- ▶ 5.98 Lakh Awareness Programmes organized, 26.07cr citizens benefited
- ▶ 39,187 Legal Aid Clinics assisted 1.44 cr citizens.
- ▶ 26,460 Mobile Vans deployed in 3.21 lakh villages, 19.46 cr citizens sensitized



# Glimpses of Tele-Law



Special Poster Cover released on 6<sup>th</sup> July, 2021 commemorating Tele-Law reaching more than 9 lakh beneficiaries



3<sup>rd</sup> edition and Special edition of Voices of beneficiaries released on 6<sup>th</sup> July, 2021



New sign board on Tele-Law titled (कानूनी सलाह सहायक केंद्र) placed in each CSC centre across 34 States



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Collaborating Partner

